



State Of Montana Agency IT Plan Montana State Fund

FOR FY2010 - FY2015 IT PLAN UPDATE

STATE OF MONTANA

Should you have any questions or comments regarding this template, or desire additional copies, please contact:

Warren Dupuis
CIO Support Officer
Telephone: 406-444-0415
E-mail: wdupuis@mt.gov
Website: <http://www.mt.gov/itsd/stratplan/statewideplan.asp>

INFORMATION TECHNOLOGY SERVICES DIVISION

Dick Clark, CIO
Warren Dupuis, CIO Support Officer

January 7, 2010

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
SECTION 1: AGENCY CONTACT INFORMATION	2
SECTION 2: AGENCY IT MISSION	2
<i>2.1 Agency IT Mission Statement</i>	<i>2</i>
SECTION 3: AGENCY SECURITY PROGRAM	3
<i>3.1 Security Program</i>	<i>3</i>
SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES	4
<i>4.1 Goals</i>	<i>4</i>
SECTION 5: IT INITIATIVES (FY2010 – FY 2015)	7
<i>5.1 IT Initiatives</i>	<i>7</i>
SECTION 6: ENTERPRISE ALIGNMENT	8
<i>6.1 State Strategic Plan for IT Alignment.....</i>	<i>8</i>
SECTION 7: EXPENDITURES	9
<i>7.1 Planned Agency IT Expenditures</i>	<i>9</i>
SECTION 8: ENTERPRISE IT INVENTORY	10
<i>8.1 Inventory Update.....</i>	<i>10</i>
SECTION 9: ADDITIONAL INFORMATION - OPTIONAL.....	10

This page intentionally blank.

EXECUTIVE SUMMARY

Montana State Fund prepares an annual Board of Directors approved Strategic Business Plan and annual supporting budget as required by law. Major insurance infrastructure projects are forecasted based on the Strategic Business Plan's one to three year outlook. The Montana State Fund FY11 Strategic Business Plan is not yet complete or approved by the Board of Directors.

As Montana State Fund continues to successfully fulfill its mission, MSF IT may expect to support insurance business projects with an IT component, as well as continue to support existing applications and infrastructure to meet the service demands of MSF stakeholders.

Potential strategic focus areas for Montana State Fund include workforce, stakeholder relationships, expense and loss management, enterprise risk management and safety.

In support of these potential strategic focus areas IT goals are:

- Improve and Extend Efficient Insurance Functionality and Features
- Provide an operational and competitive edge to MSF insurance service delivery capability

A number of insurance projects with an IT component could be mandated by the Montana State Fund Board of Directors or Executive Team within the next two years to support areas of strategic focus.

SECTION 1: AGENCY CONTACT INFORMATION

Agency Name: Montana State Fund

Role: Plan Owner

Name: Al Parisian, CIO
Telephone Number: 444-6569
EMail Address: aparisian@mt.gov

Role: IT Contact

Name: Shannon Copps, Director Plans and Controls
Telephone Number: 444-6462
EMail Address: scopps@mt.gov

Role: IT Contact (Alternate)

Name: Stacy Ripple, Director Operations
Telephone Number: 444-7745
EMail Address: sripple@mt.gov

SECTION 2: AGENCY IT MISSION

2.1 Agency IT Mission Statement

Montana State Fund Information Technology is committed to Montana State Fund's mission, vision and guiding principles, and, to providing the best appropriate workers' compensation insurance IT services, support, leadership, and reliability.

SECTION 3: AGENCY SECURITY PROGRAM

3.1 Security Program

Montana State Fund resides under State of Montana enterprise security programs such as antivirus, web filtering, and email protection systems and is currently in compliance with all specified policies. As an insurance carrier MSF has a number of incremental security requirements driven by insurance business processes, the distribution of insurance product through independent third parties (insurance agencies), and the sensitive nature of the detail information collected. Additional mechanisms are in place to help safeguard our policy and operational data and future plans will improve the infrastructure with more granular access control and host-level security.

As a principal part of its security Montana State Fund incorporated an additional set of firewalls employing highly restrictive rule sets allowing only specified access to and from workstations, databases, and servers. Other security mechanisms include systems for automatically patching Windows workstations and servers, a second system that runs a full hardware and software inventory of all assets, a vulnerability assessment system that can scan the network and report missing patches as well as other recommendations for increased security, and two intrusion detection/prevention devices that can examine network traffic inside the MSF network and also from the State network to the MSF network to help identify and alert on threats.

Montana State Fund has implemented standard user rights on all workstations which has aided in the reduction of malware and the possibility of information disclosure. To further protect our data MSF has also implemented full disk encryption on its laptops and disabled mass-storage devices such as cameras, USB drives, and similar devices except by explicit approval. MSF also has an established security awareness program to keep users informed of timely security topics.

Future plans for data security improvements include granular database access control at the table and column level through the use of virtual private databases, additional layers of web-application security to further protect our Internet-facing devices, an identity management system to consolidate user information and access, media encryption for injured employee information sent outside the MSF network, external email encryption for communication with external entities, encrypted USB drives, and host-level software security mechanisms to further restrict access to key systems and data.

Montana State Fund is also working on a security policy and plan infrastructure in accordance with ITSD's security policies. It is MSF's intention to meet all deadlines for security policy implementation.

SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

- Goals and objectives represent brief descriptions of what your agency plans to accomplish.
- This is not where you list your IT initiatives. You will do that in section 5.
- IT Initiatives represent special projects that you propose to support one or more of your goals or objectives.

4.1 Goals

Goal Number 1:

ITG 1 Improve and Extend Efficient Insurance Functionality and Features

Description: Insurance requires a highly specific and unique mix of IT software and services. MSF will invest IT resources on appropriate projects as prioritized by the Board of Directors and MSF Governance Committees for market, service and operating efficiency.

Benefits: MSF customers receive requested and prioritized system maintenance and enhancement requests/projects in a timely manner. With improved functionality, MSF employees provide more efficient and effective service to MSF stakeholders.

Which state strategic goal(s) and/or objective(s) does your goal address? Goal 3. Efficient MSF insurance functionality helps Montana businesses create quality jobs for their employees and helps enable a favorable business climate as MSF successfully fulfills its role in creating a stable insurance market and helps improve workplace safety.

Supporting Objective/Action

ITO 1-1 Plan IT resources for organizational efficiency and cost-effectiveness.

Describe the business requirements or business problem driving this objective.

- Expense and Loss Cost Management
- Stakeholder Relationships

Describe the benefits to be derived from the successful completion of this objective.

- Efficient and effective use of MSF IT resources benefits MSF stakeholders, MSF Operations Team employees, and MSF IT employees.
- Strategic management of IT assets that supports enterprise insurance goals.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

- None

What is the timeframe for completion of this objective?

- Completed annually by June 30.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

- MSF successfully delivers Strategic Business Plan objectives as committed to the Board of Directors and business projects with an IT component as approved by the Executive Team and Release Planning Committee (internal governance committees).

Supporting Objective/Action**ITO 1-2** Insurance Service Quality Improvement

Describe the business requirements or business problem driving this objective:

- Expense and Loss Cost Management
- Stakeholder Relationships

Describe the benefits to be derived from the successful completion of this objective:

- Internal customers benefit from higher quality insurance functionality and improved quality and consistency with IT infrastructure and process. MSF stakeholders benefit from quality interactions with MSF employees resulting in improved customer service.

Describe the anticipated risks associated with this objective:

- None

Describe how this objective supports the agency IT goal:

- MSF internal customers receive consistent and efficient services that improve job satisfaction, insurance processing functionality and their ability to serve Montana employers and injured employees.

What is the timeframe for completion of this objective:

- Completed annually by June 30.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

- MSF resources are planned efficiently through established governance committees and functionality is delivered to MSF employees as scheduled with high quality.

Supporting Objective/Action**ITO 1-3** IT employee insurance business and technical development

Describe the business requirements or business problem driving this objective.

- Expense and Loss Cost Management
- Workforce

Describe the benefits to be derived from the successful completion of this objective.

- Appropriate business and technical skills, cross-training and improved retention. Improved ability and agility in meeting business needs using MSF's variety of active technologies due to the insurance business arena. Benefits MSF stakeholders, MSF Operations Team employees, and MSF IT employees.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

- None

What is the timeframe for completion of this objective?

- Completed annually by June 30.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

- A multi-skilled and appropriately staffed IT workforce.

- Employees are satisfied and engaged as measured by the MSF corporate employee satisfaction survey.

Goal Number 2:

ITG 2 Provide an operational and competitive edge to MSF insurance service delivery capability.

Description: Enhance systems performance by appropriate leveraging of technology and practical architecture.

Benefits: What benefits are realized and who realizes the benefits? MSF employees and stakeholders realize the benefits of efficient system changes and efficient operations.

Which state strategic goal(s) and/or objective(s) does your goal address? Objective 1-6. Leveraging appropriate technology for efficient insurance services delivery addresses the State objective of continuing to encourage and promote the use of innovative technologies for delivering services.

Supporting Objective/Action

ITO 2-1 Ensure MSF infrastructure supports existing operational requirements and is positioned for flexibility.

Describe the business requirements or business problem driving this objective.

- Expense and Loss Cost Management
- Stakeholder Relationships
- Enterprise Risk Management

Describe the benefits to be derived from the successful completion of this objective.

- MSF employees and stakeholders realize the benefits of efficient system changes/enhancements and stable operations.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

- None

What is the timeframe for completion of this objective?

- Completed annually by June 30.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

- MSF infrastructure allows flexibility to efficiently meet Board of Directors or Executive Team project requirements as well as regulatory, court, legislative or Federal mandates.

SECTION 5: IT INITIATIVES (FY2010 – FY 2015)

5.1 IT Initiatives

Other business initiatives with an IT component could be approved by the Board of Directors at a later date. In that event this document will be updated and resubmitted to our ITSD Business Analyst.

Initiative 1 - Title: Personal Information Protection

Description: As a result of HB155 MSF will fulfill the requirement to protect certain personal information; develop procedures to protect social security numbers; and provide a notification procedure regarding a suspected breach of compromising personal information

EPP Number (if applicable): N/A

Initiative 2 - Title: Application and Infrastructure Lifecycle Support

Description: Ongoing support for existing core business and business support applications

EPP Number (if applicable): N/A

Initiative 3 - Title:

Description:

EPP Number (if applicable):

Initiative 4 - Title:

Description:

EPP Number (if applicable):

Initiative 5 - Title:

Description:

EPP Number (if applicable):

SECTION 6: ENTERPRISE ALIGNMENT

6.1 State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

- ☐ Government Services
- ☐ Public Safety
- ☐ Human Resources
- ☐ Environmental
- ☐ Education
- ☐ Economic
- ☐ Cultural Affairs
- ☐ Finance

SECTION 7: EXPENDITURES

7.1 Planned Agency IT Expenditures

<u>Expense Category</u>	<u>FY2010</u>	<u>*FY2011</u>	<u>*FY2012</u>	<u>*FY2013</u>	<u>*FY2014</u>	<u>*FY2015</u>
Personal Services	4815849	\$4,873,027	4970487	5069897	5171295	5274721
Operating Expenses	1710467	\$2,125,260	TBD	TBD	TBD	TBD
Initiatives	558800	\$553,280	Unknown	Unknown	Unknown	Unknown
Other expenditures	733207	\$32,600	Unknown	Unknown	Unknown	Unknown
Totals	7,818,323	\$7,584,167	Unknown	Unknown	Unknown	Unknown

*estimated expenditures and all subject to annual Board of Directors budget approval

**beginning in FY2011 IT operating expense will include voice communications

SECTION 8: ENTERPRISE IT INVENTORY

8.1 Inventory Update

Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? No – will update by 6/18/2010

Date that Agency last updated their IT Inventory: 2/29/2008

SECTION 9: ADDITIONAL INFORMATION - OPTIONAL

N/A